

### In the Claims

The status of claims in the case is as follows:

1        1.     [Currently amended] A method for defining the measures  
2        of performance of a customer information technology  
3        organization, comprising the steps of:

4            identifying customer performance goals including  
5            behaviors exhibited in meeting said goals;

6            building in a computer a measurement model including a  
7            plurality of categories in response to said customer  
8            performance goals, a plurality of said categories of  
9            said model each including a plurality of metrics;

10           performing in said computer gap analysis of said model  
11           to determine which of said metrics are already  
12           collected by said organization and process capabilities  
13           for data collection;

14           identifying new data collection sources for those  
15           metrics which are not already collected by said  
16           organization;

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17           implementing tools and processes for gathering said  
18           metrics;

19           generating in said computer measurement reports from  
20           said metrics;

21           said building step including building a first draft  
22           measurement model and a second draft measurement model;

23           building said first draft measurement model by  
24           selectively executing a first prioritization process  
25           and a second prioritization process for identifying for  
26           each said category a minimum set of metrics;

27           said first prioritization process determining for each  
28           said metric a relationship with each said behavior  
29           satisfied by said metric by building a first table  
30           describing for each said category the relationship for  
31           each relevant metric with each of said behaviors it may  
32           satisfy and determining for each said metric a metric  
33           subtotal of satisfied behaviors, and evaluating said  
34           table to identify as most desirable metrics those  
35           metrics satisfying the greatest number of behaviors;

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36 said second prioritization process determining for each  
37 said metric a relationship with each other metric by  
38 building a second table relating each said metric to  
39 each other said metric, determining from said table for  
40 each said metric a metric subtotal representing the  
41 number of other related metrics, and prioritizing as  
42 desirable metrics for each said category in said  
43 measurement model those related to the highest number  
44 of other related metrics within said category;

45 building said second draft measurement model to include  
46 a minimum set of ~~measures~~ metrics that drive desired  
47 behaviors by selecting metrics from said first and  
48 second prioritization processes prioritized selectively  
49 by behaviors satisfied and related metrics by  
50 calculating the mean value of metric subtotals from  
51 each prioritization table and selecting those metrics  
52 having metric subtotals greater than or equal to said  
53 mean; and

54 selectively including in said measurement model to  
55 provide an optimum set of metrics those additional  
56 metrics selected as either related to a specific  
57 customer need or as an only metric satisfying a

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58 particular behavior.

1 2. [Original] The method of claim 1, said building step  
2 further comprising the step of:

3 selecting as said metrics those which satisfy  
4 prioritized behaviors.

1 3. [Currently amended] The method of claim 2, said  
2 building step further comprising the step of:

3 selecting as said metrics those which also satisfy  
4 related ~~measures~~ metrics.

1 4. [Currently amended] A method for creating and using a  
2 measurement model work product, comprising the steps of:

3 providing a target future business capabilities work  
4 product for defining in a computer database customer  
5 goals necessary to achieve through measurements;

6 operating a computer processor for translating said  
7 customer goals into a measurement model work product

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8 including a plurality of categories defining account  
9 specific behaviors and ~~measures~~ metrics that  
10 empirically demonstrate said behaviors;

11 operating said computer processor for building said  
12 measurement model work product by building a first  
13 draft measurement model and a second draft measurement  
14 model;

15 building said first draft measurement model by  
16 selectively executing a first prioritization process  
17 and a second prioritization process;

18 said first prioritization process determining for each  
19 said ~~measure~~ metric a relationship with each said  
20 behavior satisfied by said ~~measure~~ metric by building a  
21 first table describing for each said category the  
22 relationship for each relevant metric with each of said  
23 behaviors it may satisfy and determining for each said  
24 metric a metric subtotal of satisfied behaviors, and  
25 evaluating said table to identify as most desirable  
26 metrics those metrics satisfying the greatest number of  
27 behaviors;

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28           said second prioritization process determining for each  
29           said ~~measure~~ metric a relationship with each other  
30           ~~measure~~ metric by building a second table relating each  
31           said metric to each other said metric, determining from  
32           said table for each said metric a metric subtotal  
33           representing the number of other related metrics, and  
34           prioritizing as desirable metrics for each said  
35           category in said measurement model those related to the  
36           highest number of other related metrics within said  
37           category; and

38           building said second draft measurement model to include  
39           a minimum set of ~~measures~~ metrics that drive desired  
40           behaviors by selecting ~~measures~~ metrics from said  
41           first and second prioritization processes prioritized  
42           selectively by behaviors satisfied and related ~~measures~~  
43           metrics.

1           5.   [Original] The method of claim 4, further comprising  
2           the step of:

3           defining a gap analysis work product specifying  
4           differences between said measurement model work product

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5           and current customer measurements to identify possible  
6           deficiencies in organization measurement processes.

1       6.   [Currently amended] A system for creating and using a  
2       measurement model work product, comprising:

3           a target future business capabilities work product for  
4           defining in a computer database customer goals  
5           necessary to achieve through measurements; and

6           a measurement model work product including a plurality  
7           of categories for translating said customer goals into  
8           account specific behaviors and measures that  
9           empirically demonstrate said behaviors;

10          a computer for deriving said measurement model work  
11          product from a first draft measurement model and a  
12          second draft measurement model;

13          means for performing a first prioritization process and  
14          means for performing a second prioritization process  
15          for deriving said first draft measurement model;

16          said first prioritization process determining for each

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17 said measure a relationship with each said behavior  
18 satisfied by said measure by building a first table  
19 describing for each said category the relationship for  
20 each relevant measure with each of said behaviors it  
21 may satisfy and determining for each said measure a  
22 measure subtotal of satisfied behaviors, and evaluating  
23 said table to identify as most desirable measures those  
24 measures satisfying the greatest number of behaviors;

25 said second prioritization process determining for each  
26 said measure a relationship with each other measure by  
27 building a second table relating each said measure to  
28 each other said measure, determining from said table  
29 for each said measure a measure subtotal representing  
30 the number of other related measures, and prioritizing  
31 as desirable measures for each said category in said  
32 measurement model those related to the highest number  
33 of other related measures within said category; and

34 said computer building said second draft measurement  
35 model to include a minimum set of measures that drive  
36 desired behaviors by selecting ~~measures~~ measures from  
37 said first and second prioritization processes  
38 prioritized selectively by behaviors satisfied and

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39 related measures.

1 7. [Original] The system of claim 6, further comprising:

2 a gap analysis work product for specifying differences  
3 between said measurement model work product and current  
4 customer measurements to identify possible deficiencies  
5 in organization measurement processes.

1 8. [Previously presented] A method for defining  
2 measurements of performance of a customer information  
3 technology organization, comprising the steps of:

4 collecting into a competency-defined measurement  
5 categories and measurements file in a computer database  
6 definitions of selected categories of behavioral  
7 measurements;

8 selecting from said file contract measurements;

9 said contract measurements being selected by operating  
10 a digital computer to build a first draft measurement  
11 model and a second draft measurement model;

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12 building said first draft measurement model including a  
13 plurality of categories by said digital computer  
14 selectively executing a first prioritization process  
15 and a second prioritization process;

16 said first prioritization process determining for each  
17 said contract measurement a relationship with each said  
18 behavioral measurement satisfied by said contract  
19 measurement by building a first table describing for  
20 each said category the relationship for each relevant  
21 behavioral measurement with each of said behaviors it  
22 may satisfy and determining for each said behavioral  
23 measurement a behavioral measurement subtotal of  
24 satisfied behaviors, and evaluating said table to  
25 identify as most desirable behavioral measurement those  
26 behavioral measurement satisfying the greatest number  
27 of behaviors;

28 said second prioritization process determining for each  
29 said behavioral measurement a relationship with each  
30 other behavioral measurement by building a second table  
31 relating each said behavioral measurement to each other  
32 said behavioral measurement within each said category,  
33 determining from said table for each said behavioral

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34 measurement a behavioral measurement subtotal  
35 representing the number of other related behavioral  
36 measurement, and prioritizing as desirable behavioral  
37 measurement for each said category in said measurement  
38 model those related to the highest number of other  
39 related behavioral measurement within said category;

40 building said second draft measurement model to include  
41 a minimum set of measures that drive desired behaviors  
42 by said digital computer selecting behavioral  
43 measurements from said first and second prioritization  
44 processes prioritized selectively by behaviors  
45 satisfied and related behavioral measurements;

46 implementing said contract measurements; and

47 using and maintaining said contract measurements.

1 9. [Original] The method of claim 8, said categories  
2 including human resources, quality, customer, cost and  
3 schedule, process, and productivity and output categories of  
4 behavioral measurements.

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1        10. [Currently amended] System for formulating measurement  
2        requirements that are to be implemented in an engagement,  
3        comprising:

4            a current customer measurements work product for  
5            detailing in a computer database current measurements  
6            being collected and reported by a customer;

7            a measurement model work product for translating  
8            customer goals into account specific behaviors and  
9            measures that empirically demonstrate said behaviors;

10           a computer for deriving said measurement model work  
11           product including a plurality of categories from a  
12           first draft measurement model and a second draft  
13           measurement model;

14           means for performing a first prioritization process and  
15           means for performing a second prioritization process  
16           for deriving said first draft measurement model;

17           said first prioritization process determining for each  
18           said measure a relationship with each said behavior  
19           satisfied by said measure by building a first table

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20 describing for each said category the relationship for  
21 each relevant measure with each of said behaviors it  
22 may satisfy and determining for each said measure a  
23 metric subtotal of satisfied behaviors, and evaluating  
24 said table to identify as most desirable measures those  
25 measures satisfying the greatest number of behaviors;

26 said second prioritization process determining for each  
27 said measure a relationship with each other measure by  
28 building a second table relating each said measure to  
29 each other said measure, determining from said table  
30 for each said measure a measure subtotal representing  
31 the number of other related measures, and prioritizing  
32 as desirable measures for each said category in said  
33 measurement model those related to the highest number  
34 of other related measures within said category;

35 said computer building said second draft measurement  
36 model to include a minimum set of measures that drive  
37 desired behaviors by selecting ~~measures~~ measures from  
38 said first and second prioritization processes  
39 prioritized selectively by behaviors satisfied and  
40 related measures; and

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41 a measurement gap analysis work product for defining in  
42 said computer database differences between said current  
43 measurements and said account specific behaviors and  
44 measures.

1 11. [Original] The system of claim 10, further comprising:  
  
2 an interface agreement work product for documenting  
3 expectations for data collection;  
  
4 a configuration script work product for configuring  
5 tools required to implement said requirements;  
  
6 a contract measurement business policy work product for  
7 defining expectations of behavior required to support  
8 said requirements; and  
  
9 a scorecard work product for visualizing said  
10 requirements.

1 12. [Currently amended] A measurement and performance  
2 management method, comprising the steps of:

3 during a proposal contextual phase, developing in a

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4 computer database a measurement solution including  
5 assumptions and behavioral expectations for a plurality  
6 of categories to be delivered to a customer;

7 said developing step including operating a digital  
8 computer for building a first draft measurement model  
9 and a second draft measurement model;

10 building said first draft measurement model by said  
11 digital computer selectively executing a first  
12 prioritization process and a second prioritization  
13 process;

14 said first prioritization process determining for each  
15 metric of a plurality of metrics a relationship with  
16 each behavior satisfied by said metric by building a  
17 first table describing for each said category the  
18 relationship for each relevant metric with each of said  
19 behaviors it may satisfy and determining for each said  
20 metric a metric subtotal of satisfied behaviors, and  
21 evaluating said table to identify as most desirable  
22 metrics those metrics satisfying the greatest number of  
23 behaviors;

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24           said second prioritization process determining for each  
25           said metric a relationship with each other metric by  
26           building a second table relating each said metric to  
27           each other said metric, determining from said table for  
28           each said metric a metric subtotal representing the  
29           number of other related metrics, and prioritizing as  
30           desirable metrics for each said category in said  
31           measurement model those related to the highest number  
32           of other related metrics within said category;

33           building said second draft measurement model to include  
34           a minimum set of measures that drive desired behaviors  
35           by operating said digital computer for selecting from  
36           said first and second prioritization processes metrics  
37           prioritized selectively by behaviors satisfied and  
38           related metrics;

39           during a due diligence phase, validating assumptions  
40           and behavioral expectations in said measurement  
41           solution; and

42           during a transformation phase, transferring to said  
43           customer resources and assets for implementing said  
44           measurement solution as validated.

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1       13. [Original] The method of claim 12, said developing  
2       step comprising the further step of:

3           building said measurement solution responsive to inputs  
4           from a measurement catalog work product and a target  
5           future business capabilities work product.

1       14. [Original] The method of claim 13, said validating  
2       step comprising the further step of:

3           executing a measurement gap analysis work product  
4           responsive to inputs from a current customer  
5           measurements work product, a future process design  
6           points work product, a to-be organization design work  
7           product and a to-be process design work product.

1       15. [Original] The method of claim 14, said transferring  
2       step comprising the further step of:

3           pursuant to an interface agreement work product,  
4           providing an external interface requirements work  
5           product, a configuration script work product, a  
6           contract measurement business policy work product, a

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7           scorecard work product, an end-user training materials  
8           work product, and a deployment plan work product.

1       16. [Previously presented] System for formulating  
2       measurement requirements that are to be implemented in an  
3       engagement, comprising:

4           means for developing in a computer database a  
5           measurement solution to be delivered to a customer;

6           means for validating in said computer database  
7           assumptions and behavioral expectations in said  
8           measurement solution;

9           means for transferring to said customer resources and  
10          assets for implementing said measurement solution as  
11          validated;

12          computer means for deriving said measurement solution  
13          from a first draft measurement model including a  
14          plurality of categories and a second draft measurement  
15          model;

16          means for performing a first prioritization process and

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17 means for performing a second prioritization process  
18 for deriving said first draft measurement model;

19 said first prioritization process determining for each  
20 of a plurality of metrics a relationship with each said  
21 behavior satisfied by said metric by building a first  
22 table describing for each said category the  
23 relationship for each relevant metric with each of said  
24 behaviors it may satisfy and determining for each said  
25 metric a metric subtotal of satisfied behaviors, and  
26 evaluating said table to identify as most desirable  
27 metrics those metrics satisfying the greatest number of  
28 behaviors;

29 said second prioritization process determining for each  
30 said metric a relationship with each other metric by  
31 building a second table relating each said metric to  
32 each other said metric, determining from said table for  
33 each said metric a metric subtotal representing the  
34 number of other related metrics, and prioritizing as  
35 desirable metrics for each said category in said  
36 measurement model those related to the highest number  
37 of other related metrics within said category; and

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38           said computer building said second draft measurement  
39           model to include a minimum set of measures that drive  
40           desired behaviors by selecting metrics from said first  
41           and second prioritization processes for said  
42           measurement solution prioritized selectively by  
43           behaviors satisfied and related metrics.

1       17. [Previously presented] Method for executing a gap  
2       analysis responsive to a measurement model including a  
3       plurality of categories and current customer measurements,  
4       comprising the steps of:

5           operating a digital computer to build said measurement  
6           model from a first draft measurement model and a second  
7           draft measurement model;

8           building said first draft measurement model by  
9           selectively executing a first prioritization process  
10          and a second prioritization process;

11          operating said digital computer during said first  
12          prioritization process for determining for each of a  
13          plurality of measures a relationship with each of a

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14 plurality of behaviors satisfied by said measure by  
15 building a first table describing for each said  
16 category the relationship for each relevant measure  
17 with each of said behaviors it may satisfy and  
18 determining for each said measure a measure subtotal of  
19 satisfied behaviors, and evaluating said table to  
20 identify as most desirable measures those measures  
21 satisfying the greatest number of behaviors;

22 operating said digital computer during said second  
23 prioritization process for determining for each said  
24 measure a relationship with each other measure by  
25 building a second table relating each said measure to  
26 each other said measure, determining from said table  
27 for each said measure a measure subtotal representing  
28 the number of other related measure, and prioritizing  
29 as desirable measure for each said category in said  
30 measurement model those related to the highest number  
31 of other related measure within said category;

32 operating said digital computer for building said  
33 second draft measurement model to include a minimum set  
34 of measures that drive desired behaviors by selecting  
35 measures from said first and second prioritization

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36 processes prioritized selectively by behaviors  
37 satisfied and related measures;  
  
38 mapping in a computer database said current measurement  
39 model to said current customer measurements and  
40 identifying measurement gaps;  
  
41 identifying in said computer database measurements not  
42 covered by said measurement model;  
  
43 identifying nonproductive measurements; and  
  
44 identifying the impact to an organizational structure  
45 and processes of said customer of said measurement  
46 gaps.

1 18. [Previously presented] A canonical method for defining  
2 a measurements model work product, comprising the steps of:

3 articulating envisioned business goals and behaviors;  
  
4 operating a computer processor for enumerating and  
5 defining behaviors and goals satisfied by said  
6 behaviors in a computer database of existing contract

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7 metrics including a plurality of categories;

8 selecting potential metrics for said business goals and

9 behaviors from said database;

10 operating said computer processor for prioritizing and

11 balancing said potential metrics to determine said

12 measurement model work product;

13 said prioritizing and balancing including building a

14 first draft measurement model and a second draft

15 measurement model;

16 building said first draft measurement model by

17 selectively executing within said computer processor a

18 first prioritization process and a second

19 prioritization process;

20 said first prioritization process determining for each

21 potential metric from said selecting step a

22 relationship with each behavior satisfied by said

23 potential metric by building a first table describing

24 for each said category the relationship for each

25 relevant metric with each of said behaviors it may

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26 satisfy and determining for each said metric a metric  
27 subtotal of satisfied behaviors, and evaluating said  
28 table to identify as most desirable metrics those  
29 metrics satisfying the greatest number of behaviors;

30 said second prioritization process determining for each  
31 said potential metric a relationship with each other  
32 potential metric from said selecting step by building a  
33 second table relating each said metric to each other  
34 said metric, determining from said table for each said  
35 metric a metric subtotal representing the number of  
36 other related metrics, and prioritizing as desirable  
37 metrics for each said category in said measurement  
38 model those related to the highest number of other  
39 related metrics within said category; and

40 building said second draft measurement model to include  
41 a minimum set of measures that drive desired behaviors  
42 by selecting potential metrics from said first and  
43 second prioritization processes prioritized selectively  
44 by behaviors satisfied and related potential metrics.

1 19. [Previously presented] System for defining a  
2 measurements model work product, comprising:

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3 a first database for articulating envisioned business  
4 goals and behaviors;

5 a second database for enumerating and defining  
6 behaviors and goals satisfied by said behaviors  
7 selected from existing contract metrics;

8 means for selecting potential metrics for said business  
9 goals and behaviors from said second database;

10 prioritizing and balancing means for determining from  
11 said potential metrics those metrics to be included in  
12 said measurement model work product, said prioritizing  
13 and balancing means including means for deriving a  
14 first draft measurement model including a plurality of  
15 categories and a second draft measurement model;

16 a first prioritization means and a second  
17 prioritization means for deriving said first draft  
18 measurement model;

19 said first prioritization means determining for each  
20 said potential metric a relationship with each said  
21 behavior satisfied by said potential metric by building

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22 a first table describing for each said category the  
23 relationship for each relevant metric with each of said  
24 behaviors it may satisfy and determining for each said  
25 metric a metric subtotal of satisfied behaviors, and  
26 evaluating said table to identify as most desirable  
27 metrics those metrics satisfying the greatest number of  
28 behaviors;

29 said second prioritization means determining for each  
30 said potential metric a relationship with each other  
31 potential metric by building a second table relating  
32 each said metric to each other said metric, determining  
33 from said table for each said metric a metric subtotal  
34 representing the number of other related metrics, and  
35 prioritizing as desirable metrics for each said  
36 category in said measurement model those related to the  
37 highest number of other related metrics within said  
38 category; and

39 said prioritizing and balancing means building said  
40 second draft measurement model to include a minimum set  
41 of measures that drive desired behaviors by selecting  
42 potential metrics from said first and second  
43 prioritization processes prioritized selectively by

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44 behaviors satisfied and related potential metrics.

20-21. [Canceled]

1 22. [Previously presented] A program storage device  
2 readable by a machine, tangibly embodying a program of  
3 instructions executable by a machine to perform method steps  
4 for defining the measures of performance of a customer  
5 information technology organization, said method steps  
6 comprising:

7 identifying customer performance goals;

8 building a model in response to the customer goals  
9 including a plurality of primitive metrics in a  
10 plurality of categories;

11 performing gap analysis of said model to determine  
12 which of said primitive metrics are already collected  
13 by said organization and process capabilities for data  
14 collection;

15 identifying new data collection sources for those  
16 primitive metrics which are not already collected by

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17           said organization;

18           implementing tools and processes for gathering said

19           primitive metrics; and

20           generating measurement reports from said primitive

21           metrics;

22           said building step including building a first draft

23           measurement model and a second draft measurement model;

24           building said first draft measurement model by

25           selectively executing a first prioritization process

26           and a second prioritization process;

27           said first prioritization process determining for each

28           said primitive metric a relationship with each said

29           behavior satisfied by said primitive metric by building

30           a first table describing for each said category the

31           relationship for each relevant metric with each of said

32           behaviors it may satisfy and determining for each said

33           metric a metric subtotal of satisfied behaviors, and

34           evaluating said table to identify as most desirable

35           metrics those metrics satisfying the greatest number of

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36 behaviors;

37 said second prioritization process determining for each  
38 said primitive metric a relationship with each other  
39 primitive metric by building a second table relating  
40 each said metric to each other said metric, determining  
41 from said table for each said metric a metric subtotal  
42 representing the number of other related metrics, and  
43 prioritizing as desirable metrics for each said  
44 category in said measurement model those related to the  
45 highest number of other related metrics within said  
46 category; and

47 building said second draft measurement model to include  
48 a minimum set of measures that drive desired behaviors  
49 by selecting primitive metrics from said first and  
50 second prioritization processes prioritized selectively  
51 by behaviors satisfied and related primitive metrics.

1 23. [Previously presented] A program storage device  
2 readable by a machine, tangibly embodying a program of  
3 instructions executable by a machine to perform method steps  
4 for creating and using a measurement model work product,  
5 said method steps comprising:

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6 providing a target future business capabilities work  
7 product for defining customer goals necessary to  
8 achieve through measurements;

9 translating said customer goals into a measurement  
10 model work product including a plurality of categories  
11 defining account specific behaviors and measures that  
12 empirically demonstrate said behaviors;

13 building said measurement model work product by  
14 building a first draft measurement model and a second  
15 draft measurement model;

16 building said first draft measurement model by  
17 selectively executing a first prioritization process  
18 and a second prioritization process;

19 said first prioritization process determining for each  
20 said measure a relationship with each said behavior  
21 satisfied by said measure by building a first table  
22 describing for each said category the relationship for  
23 each relevant measure with each of said behaviors it  
24 may satisfy and determining for each said measure a  
25 measure subtotal of satisfied behaviors, and evaluating

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26           said table to identify as most desirable measures those  
27           measures satisfying the greatest number of behaviors;

28           said second prioritization process determining for each  
29           said measure a relationship with each other measure by  
30           building a second table relating each said measure to  
31           each other said measure, determining from said table  
32           for each said measure a measure subtotal representing  
33           the number of other related measure, and prioritizing  
34           as desirable measure for each said category in said  
35           measurement model those related to the highest number  
36           of other related measures within said category; and

37           building said second draft measurement model to include  
38           a minimum set of measures that drive desired behaviors  
39           by selecting measures from said first and second  
40           prioritization processes prioritized selectively by  
          behaviors satisfied and related measures.

1       24. [Currently amended] A program storage device readable  
2       by a machine, tangibly embodying a program of instructions  
3       executable by a machine to perform method steps for defining  
4       the measures of performance of a customer information

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5       technology organization, said method steps comprising:

6           collecting into a competency-defined measurement  
7           categories and measurements file definitions of  
8           selected categories of behavioral measurements of  
9           behaviors;

10          selecting from said file contract measurements;

11          said contract measurements being selected by building a  
12          first draft measurement model and a second draft  
13          measurement model;

14          building said first draft measurement model by  
15          selectively executing a first prioritization process  
16          and a second prioritization process;

17          said first prioritization process determining for each  
18          said contract measurement a relationship with each said  
19          behavioral measurement satisfied by said contract  
20          measurement by building a first table describing for  
21          each said category the relationship for each relevant  
22          metric contract measurement with each of said behaviors  
23          it may satisfy and determining for each said ~~metric~~

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24 ~~metric~~ contract measurement a contract measurement  
25 subtotal of satisfied behaviors, and evaluating said  
26 table to identify as most desirable ~~metrics~~ those  
27 ~~metrics~~ contract measurements those contract  
28 measurements satisfying the greatest number of  
29 behaviors;

30 said second prioritization process determining for each  
31 said ~~behavioral~~ contract measurement a relationship  
32 with each other ~~behavioral~~ contract measurement by  
33 building a second table relating each said ~~metric~~ to  
34 ~~each other said metric~~ contract measurement to other  
35 said contract measurements, determining from said table  
36 for each said ~~metric~~ contract measurement a ~~metric~~  
37 contract measurement subtotal representing the number  
38 of other related ~~metrics~~ contract measurements, and  
39 prioritizing as desirable ~~metrics~~ contract measurements  
40 for each said category in said measurement model those  
41 related to the highest number of other related ~~metrics~~  
42 contract measurements within said category;

43 building said second draft measurement model to include  
44 a minimum set of contract measurements ~~measures~~ that  
45 drive desired behaviors by selecting ~~behavioral~~

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46           contract measurements from said first and second  
47           prioritization processes prioritized selectively by  
48           behaviors satisfied and related ~~behavioral~~ contract  
49           measurements;

50           implementing said contract measurements; and

51           using and maintaining said contract measurements.

1       25. [Currently amended] A program storage device readable  
2       by a machine, tangibly embodying a program of instructions  
3       executable by a machine to perform method steps for  
4       providing a measurement and performance management method,  
5       said method steps comprising:

6           during a proposal contextual phase, developing a  
7           measurement solution including assumptions and  
8           behavioral expectations for a plurality of categories  
9           to be delivered to a customer;

10          said developing step including building a first draft  
11          measurement model and a second draft measurement model;

12          building said first draft measurement model by

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13 selectively executing a first prioritization process  
14 and a second prioritization process;

15 said first prioritization process determining for each  
16 potential metric of a plurality of potential metrics a  
17 relationship with each behavior satisfied by said  
18 potential metric by building a first table describing  
19 for each said category the relationship for each  
20 relevant metric with each of said behaviors it may  
21 satisfy and determining for each said metric a metric  
22 subtotal of satisfied behaviors, and evaluating said  
23 table to identify as most desirable metrics those  
24 metrics satisfying the greatest number of behaviors;

25 said second prioritization process determining for each  
26 said potential metric a relationship with each other  
27 potential metric by building a second table relating  
28 each said metric to each other said metric, determining  
29 from said table for each said metric a metric subtotal  
30 representing the number of other related metrics, and  
31 prioritizing as desirable metrics for each said  
32 category in said measurement model those related to the  
33 highest number of other related metrics within said  
34 category;

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35 building said second draft measurement model to include  
36 a minimum set of measures that drive desired behaviors  
37 by selecting potential metrics from said first and  
38 second prioritization processes prioritized selectively  
39 by behaviors satisfied and related potential metrics;

40 during a due diligence phase, validating assumptions  
41 and behavioral expectations in said measurement  
42 solution; and

43 during a transformation phase, transferring to said  
44 customer resources and assets for implementing said  
45 measurement solution as validated.

1 26. [Previously presented] A program storage device  
2 readable by a machine, tangibly embodying a program of  
3 instructions executable by a machine to perform method steps  
4 for executing a gap analysis responsive to a measurement  
5 model and current customer measurements, said method steps  
6 comprising:

7 building said measurement model including a plurality  
8 of categories from a first draft measurement model and  
9 a second draft measurement model;

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10 building said first draft measurement model by  
11 selectively executing a first prioritization process  
12 and a second prioritization process;

13 said first prioritization process determining for each  
14 of a plurality of measurements a relationship with each  
15 of a plurality of behaviors satisfied by said  
16 measurements by building a first table describing for  
17 each said category the relationship for each relevant  
18 measurement with each of said behaviors it may satisfy  
19 and determining for each said measurement a measurement  
20 subtotal of satisfied behaviors, and evaluating said  
21 table to identify as most desirable measurements those  
22 measurements satisfying the greatest number of  
23 behaviors;

24 said second prioritization process determining for each  
25 said measurement a relationship with each other  
26 measurement by building a second table relating each  
27 said measurement to each other said measurement,  
28 determining from said table for each said measurement a  
29 measurement subtotal representing the number of other  
30 related measurements, and prioritizing as desirable  
31 measurements for each said category in said measurement

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32 model those related to the highest number of other  
33 related measurements within said category;

34 building said second draft measurement model to include  
35 a minimum set of measures that drive desired behaviors  
36 by selecting measurements from said first and second  
37 prioritization processes prioritized selectively by  
38 behaviors satisfied and related measurements;

39 mapping said current measurement model to said current  
40 customer measurements and identifying measurement gaps;

41 identifying measurements not covered by said  
42 measurement model;

43 identifying nonproductive measurements; and

44 identifying the impact to an organizational structure  
45 and processes of said customer of said measurement  
46 gaps.

27-28. [Canceled]

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